CARBONITE + WEBROOT
opentext Business Solutions

NERDS ON SITE®
BUSINESS TECHNOLOGY PARTNERS

In-use Cyber Resilience Portfolio

Backup

Carbonite® Backup for Microsoft 365
Carbonite® Safe Server
Carbonite® Endpoint

Train

Webroot® Security Awareness Training

Block

Webroot® DNS Protection

Protect

Webroot® Business Endpoint Protection

Restore

At a Glance

Vertical
Managed Service and Technology Solution Provider

Endpoints Managed
10,000

Website
NerdsOnSite.com

Webroot Key Findings

- Upwards of 15 hours a week saved managing endpoints
- Upwards of 80% drop in serious malware related tickets

Carbonite Key Findings

- Recovery of files within five minutes
- Seamless remote deployment with RMM within 30 minutes
- Reduce number of tools used for backup, simplified management

> *Each Carbonite + Webroot product has its place and complements the other. This allows us, as an MSP, to have many of our top tools under one roof.*
>
> **John Hart, "Entreprenerd" and Cybersecurity**

MSP Slices Ransomware Recovery Time, Boosts Revenue with Layered Security

Background

Specializing in cost-effective, leading-edge solutions to small and medium-sized enterprises (SMEs), Nerds on Site was established in 1995 in London, Ontario, Canada by self-proclaimed nerds John Harbarenko and David Redekop. The company rapidly began expanding internationally in 2001. Today it has operations in Canada, USA, UK, Australia, South Africa, Bolivia, Brazil, and Mexico. Serving more than 100,000 clients, it has earned a global client satisfaction rating of 96.5 percent.

The Challenge

Before selling Carbonite + Webroot products, Nerds on Site had lengthy, jumbled processes for dealing with malware and other security events. They lacked a console from which to manage alerts, provision assistance, and address malware infections. With previous products, technicians—or "Nerds"—lacked visibility into the status of client systems.

Recovering from ransomware, in particular, was a heavy lift. It involved removing machines from a network, performing a complete wipe and reload of the operating system from an image or, worse, right from a bootable flash drive, and then reloading all drivers and software. It made for a laborious process, requiring undue time and effort from Nerds on Site staff.

Additionally, the company was required to run multiple tools from multiple security vendors to ensure remaining systems were clean before bringing things back online. Nerds would normally need to either access the network remotely or visit the client in-person to verify this was the case, further stretching resources.

Prior to Webroot, Nerds on Site simply hoped that an endpoint was fully protected. With Webroot, hoping turned into knowing.

The Solution

Once Nerds on Site migrated their install base onto Webroot's console, they expedited their ransomware cleanup process significantly. Nerds were able to rely on the console as an indicator of client status and stay on top of alerts, quickly issuing endpoint commands for cleanups, shutdowns, and reboots. When supporting 10,000 endpoints, Nerds on Site especially appreciated being able to remotely and easily check if follow-up commands came back clean. They now respond to centralized alerts, using commands within the console to respond quickly and efficiently.

"Each Webroot product has its place and complements the other. This allows us, as an MSP, to have many of our top tools under one roof," said John Hart, "Entreprenerd" and cybersecurity consultant for Nerds on Site. "That's a win for both the client and Nerds on Site as the MSSP."

The added visibility gave Nerds added confidence in their work, confidence that was amplified by their trust in Webroot's support team.

"Webroot Support was always available to help, offering to remote-in and assist with any remediation or to just to have another set of eyes to ensure we had our bases covered," said Hart.

As for ransomware, it began to be less of a thorn in the side of Nerds on Site following its adoption of Webroot's multi-vector, layered protection.

"I'd say, in my over 20 years in the IT space, I've seen hundreds of severe malware infections. In terms of ransomware specifically, I'd see at least one nasty one a week," Hart said. "But now, over 90 percent of the time, Webroot and its multi-vector protection layers takes care of it for me automatically in the background with no interaction required on the end user side of things. The remainder are those who held off too long using 'the other guys' and didn't switch over."

Following that success, Webroot offerings are now the standard, go-to solutions for endpoint security, DNS protection, and security awareness training.

Transition into cyber resilience.

Simplified backup management is a key component of Nerd's ransomware recovery strategy. About seven years ago, Nerds added Carbonite Endpoint to reduce their time to restore. Hart explained, "People think about backing up and end up forgetting." Carbonite products have simplified Nerd's backups. In 30 minutes or less, Nerds can deploy Carbonite remotely on a machine, without physical touching, which has been key during the pandemic.

Over time, they began offering Carbonite Backup for Microsoft 365 and Carbonite Server to clients as well. Similar to their experience with Webroot, they liked that they could "set it and forget it."

Carbonite Safe Server replaced a backup tool that didn't have image backup. Too many agents on a machine had become a management burden. Hart has been able to reduce the number of providers used for clients' security and backup. "Managing multiple provider's tools becomes a management burden . . . we've been able to trim the fat."

Results

After adopting Carbonite + Webroot layered security solutions, Nerds on Site witnessed a drastic reduction in support tickets related to malware infections. They are now able to support more business and residential clients using the same or fewer resources, with the total number of endpoints managed eclipsing 10,000.

By cross-selling different Webroot solutions—offering their endpoint customers access to DNS protection and security training—Nerds on Site is now able to generate revenue by making their clients more secure. This simultaneously reduces the burden on their staff while increasing margins.

Visibility from the Carbonite portal has given Hart peace of mind.

"The cloud portal allows me to manage policies down to the device. Some vendors don't offer this level of granularity, by role or device requirements. And, deployment options are easy through our RMM."

Carbonite has helped Nerds on Site save time and money with some big recoveries, like when a disgruntled former employee deleted files. The files were restored within an hour. "Luckily we haven't had to use it much. The restores we have done have been pretty seamless."

Finally, Nerds are active participants in Carbonite + Webroot's customer advocacy program, the Luminaries. Through this program, technicians can bring questions directly to Carbonite + Webroot colleagues, seek advice from experts, and provide input to a dedicated user group. Hart explained, "Looking forward to more of the cohesiveness with the acquisitions and the melding of minds. I know quite a few of you over there. Every day it only gets better."

About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.

© 2021 Open Text. All rights reserved. OpenText, Carbonite, and Webroot are each trademarks of Open Text or its subsidiaries. All other trademarks are the properties of their respective owners. CS _ 062821